BELLSOUTH DIRECT CASE

WC DOCKET NO. 02-304

EXHIBIT 5

PART 5 OF 6

Chapter 12

Managing Your Database

Introduction

Maintenance and upkeep of your RAM database is a critical aspect of keeping your Risk Assessment Manager™ system in a vital role at the center of your credit operations. Some tasks are simple account-level ones while others should become part of your regular routine. This chapter outlines these tasks.

The account-level tasks include adding and deleting records in your database. To help ensure that each account in your database is up-to-date, you will continually gather and enter new information. Current account data can be gathered from a variety of sources, including:

- Financial data
- D&B data from D&B's database
- Your accounts receivable data (various types of ASCII files)
- Bank reference data
- Trade reference data
- Custom field data

✓ **Note:** In the case of Financial and D&B information, data can optionally be downloaded from the D&B information base using online access via a modem. In all cases the data can be imported from various types of ASCII files or typed directly into the fields of the RAM screens.

But regular maintenance of your account-level data is only valuable if your database is constantly backed up and cleaned up to ensure a long product life. The last section of this chapter, *Maintenance Guide*, clearly outlines the daily and weekly tasks that will help ensure your database's safekeeping.

This chapter describes the procedures to import various types of data into your RAM database, modify account numbers, refresh your database, export RAM data, and delete accounts. All these functions help ensure that your database is kept up-to-date. It also describes backup procedures and refers to Purge and Merge operations.

The major sections of this chapter are:

Updating Accounts	Provides procedures for modifying an account number, refreshing your database with the most up-to-date D&B data and giving Dun & Bradstreet an updated listing of your account.

Deleting Accounts	Illustrates the procedure for removing an account from your RAM database.
Importing Data	Gives step-by-step procedures for importing D&B data, customer data, financial statements, bank references, trade references and user field data into RAM.
Exporting Data	Describes the procedure for exporting data from RAM for use in other programs.
Data Field Descriptions	Details the storage type and length of many data elements in the RAM database. Also introduces the *Tables* utility.
Maintenance Guide	Outlines daily and weekly tasks for backing up your database and log files. Also refers to regular Purge and Merge procedures for controlling database growth.

Updating Accounts

Important credit decisions necessarily rely on the best, most-current information that is synchronized with the rest of your financial systems. This section describes the procedures for modifying an account number, refreshing your database and updating Dun & Bradstreet's listing of your accounts.

Modifying Account Numbers

When you first add an account to your database, you might initially assign it a temporary account number while evaluating the account. Later, when this account is made a permanent account in your system, the account number will need to be matched with the one assigned in your Accounts Receivable system. You can change an account number at any time by using the following procedure.

1. Navigate to the *Analysis View* and select an Account Profile to display a listing of your accounts.
2. To locate this account, click on either the Account Number or Customer Name column and click the right mouse button to reveal the Shortcut Menu.
3. Select the **Find** entry.
4. Type in the appropriate account information to locate this account.
5. Once you have located the account, highlight the row (with the left mouse button) and click the right mouse button to reveal its Shortcut Menu.

6. Select the **Change Account Number** entry.

   The Change Account Number window appears (Figure 12-1).

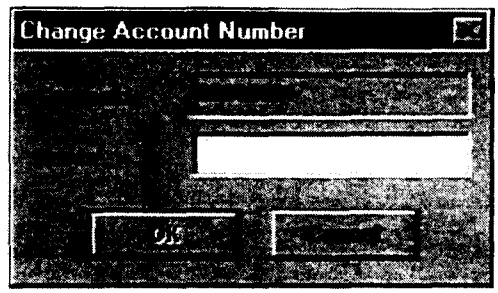


Figure 12-1: The *Change Account Number* window lets you quickly assign a new account number.

7. By default the cursor is positioned on the **New** dialog window. Type the new account number.

8. Click on the [OK] button.

   The new account number is entered into the database.

✓ **Note:** If you enter an account number that is already in use, a warning message will display. Click on the [OK] button to close the message box, then type a new number.

Refreshing Your Database

If you have access to Dun & Bradstreet via modem, you can refresh your D&B data for any account at any time. This ensures that your account data is timely and up to date when you need it most. The **Refresh D&B Data** option gives you the ability to obtain data that is currently contained in D&B's database.

✓ **Note:** If you registered for periodic batch refreshes from Dun & Bradstreet, they will arrive on a diskette (or via e-mail) accompanied by detailed instructions for importing the data. This section will address online refreshes only.

To refresh an account online with Dun & Bradstreet:

1. Select the desired account you wish to refresh. You can be in either the *Analysis View* or *Dossier View*.

2. Click the [■] icon or select **Refresh D&B Data** from the **Account** menu.

   The communication menu appears (Figure 12-2).

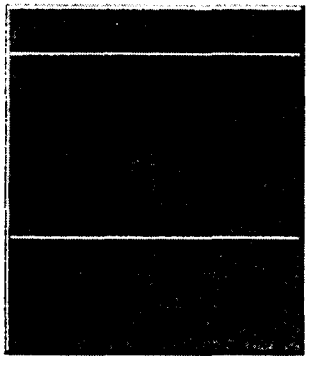


Figure 12-2:

You can customize this communication menu from within the *RAM Administrator* module.

3. Select the desired packet or report, or click on the **Custom** entry to select from many other available reports and packets.

   The Communication Queue appears (Figure 12-3).

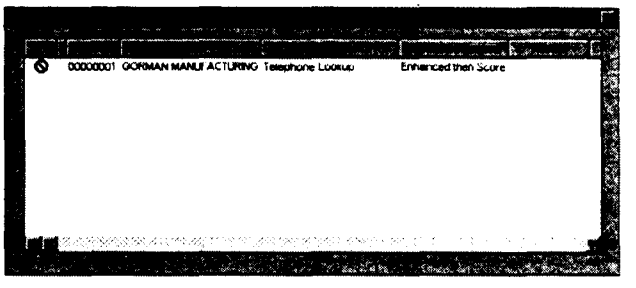


Figure 12-3:

The Communication Queue displays the status of items ordered online from D&B.

4. RAM will immediately dial into the D&B database and submit your request.

✓ **Note:** If you are having difficulty connecting to the D&B information base, check to make sure that the information under the D&B Connections [redacted] folder is correct. Check both the *D&B Information* and *Modem Settings* screens and edit the information, if necessary.

Your account is now refreshed with new information.

If you wish to order additional D&B reports or more information before your communications link ends, repeat these steps for the desired reports or packets.

For more information on creating custom Communication Profiles, see Chapter 11, *Setting Up Policies.*

Updating D&B's Listing of Your Accounts

When it comes to periodic batch refreshes from Dun & Bradstreet, it's important to keep D&B's list of accounts synchronized with yours. As you add and delete accounts from your database, you'll want to ensure that D&B is refreshing the correct information, including new accounts, and not sending you information for accounts that you've deleted.

To this end, plan to regularly export a listing of your database accounts using the Export utility, and send that listing to the address indicated on your software package. And remember to export a listing of those accounts to D&B at least two weeks prior to your refresh cycle to allow enough lead-time to put your changes into effect.

✓ **Note:** For detailed information on RAM's Export utility, see the section *Exporting Data* later in this chapter.

Deleting Accounts

Deleting one or multiple accounts removes all account data from the database, including notes, ToDo's, documents and financial statements. You can delete from within an Account Profile listing in the *Analysis View* or from within the *Dossier View*.

✓ **Note:** See the section *Deleting an Account* in Chapter 4 for information on deleting a single account from within the *Dossier View*.

If you wish to delete a range of accounts, select any Account Profile account listing and highlight the first account in the range. Then hold down the **Shift** key while highlighting the last account in the range.

If you wish to delete multiple non-contiguous accounts, press and hold down the **Ctrl** (Control) key while highlighting individual accounts.

Then use the following procedure to delete accounts.

1. From the Accounts Profile listing click the right mouse button over any of the selected accounts to reveal the Shortcut Menu.

   The Shortcut Menu appears (Figure 12-4):

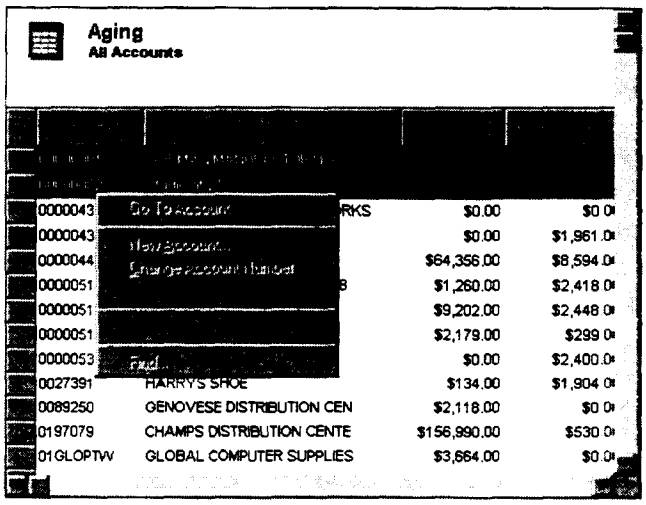


Figure 12-4:

When several accounts in an Account Profile are selected, the only available item is the **Delete** entry.

2. Select the **Delete** entry.

   A confirmation message appears (Figure 12-5):

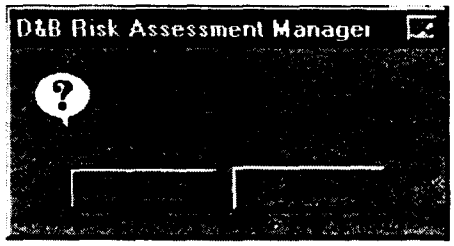


Figure 12-5:

A confirmation message appears before your accounts are deleted.

3. Click on the [redacted] button to delete the account or click on the [redacted] button to cancel the delete operation.

If you clicked on the **Yes** button, the account is removed permanently from the database.

Importing Data

If you registered with D&B to receive periodic batch refreshes, you'll use RAM's Import facility to insert that data into the database. However, you can import data under many other circumstances. The Import tool is RAM's interface for updating account data in bulk.

RAM can import the following types of data:

- D&B Data
- Industry Norms and Ratios
- Customer Data (e.g., name, address, Accounts Receivable data)
- Financial Statement Data (e.g., statement date, financial data)
- Trade Reference Data (e.g., references from trading partners)
- Bank Reference Data (e.g., references from banking partners)
- Custom Field Data (refer to Chapter 4 for information about creating custom fields)
- Notes & ToDo's

This section presents the instructions for creating the different types of import files and the steps for importing that data into RAM. The import data, its layout and the acceptable field delimiters are discussed first.

Creating Import Files

Import files consist of ASCII text characters whose fields match the fields in the RAM screens. Each field must be separated by an asterisk, comma & quotes, tab or dBase's proprietary delimiter. Here are some examples of what a customer data import file might look like:

Table 12-1: Import file examples.

Format	Example
Comma/ quote-delimited	'1020304','TESTCO, INC','100 CAMPUS ROAD','PARSIPPANY','NJ','07054',9735559842,500,100,400,0,0,1000 ,0,'MR. SMITH'
Asterisk-delimited	020304*TESTCO, INC*100 CAMPUS ROAD*PARSIPPANY*NJ*07054*9735559842*500*100*400*0*0*1000* 0*MR SMITH
Tab-delimited	020304 TESTCO, INC 100 CAMPUS ROAD PARSIPPANY NJ 07054 9735559842 500 100 400 0 0 1000 0 MR SMITH

✓ **Note:** In the actual import files, all fields must appear on a single row.

The *Account Number* field is a key index in the RAM database and, therefore, is required for every import file. It tells the Import engine exactly where to write the data.

However, the account number is not required to be in the first position. In general the order of the fields is not important, as long as you have the *File Layout* available when you create an import template. The file layout is used when mapping data to its location in RAM, and it ***is*** important that each field gets mapped to the correct table/column location in the RAM database.

Important Guidelines for Import Files

Use the following guidelines when creating ASCII text files for importing data into RAM.

1. Avoid using a "header" record as the first record in the data file. Otherwise, it guarantees that the first record will generate an error message. Although this is not a serious matter, it might concern the user when they encounter an error on the first record during the *Import Test* stage.
2. Separate each field with a comma & quote, asterisk or tab. Choose *only one* type of delimiter per file.
3. When using commas as your field delimiter, enclose text fields within quotation marks. This allows the Import tool to ignore commas that appear within the data itself. For example, 'ABC, Inc.' is recognized as a single field because quotation marks shroud the comma and cause Import to treat it as text. Empty text fields do not require quotes.
4. When using asterisks or tabs as your delimiter, do not use quotes around character fields. Otherwise, your data will include the quotation marks as well.
5. Use the data field descriptions on the following pages to determine a field's maximum length. The maximum field length refers to the largest length allowed by RAM. The actual field length should match your own data requirements, provided it does not exceed RAM's maximum. Do not pad your text fields with leading or trailing spaces or zeroes (except for Account Number, where leading zeros are significant). [See No. 7 below.]
6. The account number (CAcctNum) must match the account–numbering scheme and actual account numbers used in your "Trade Tape" process or Accounts Receivable system. The account number links the D&B credit and demographic data with your accounts receivable data. If in doubt, contact your company's Trade Tape coordinator and determine the account–numbering scheme being used to send

information to Dun & Bradstreet's Trade Tape program (if your company participates).

✓ **Note:** Your Account Number (CAcctNum) field must be consistent in format with your accounts receivable system and, if applicable, with your D&B Trade Tape format if you intend to import your past due aging information.

7. In certain cases, the account number (CAcctNum) must contain leading zeros in order for account numbers to sort in sequence. For example, account number "20" will sort *after* account number "100". To avoid this, you can use a numbering scheme such as 00020 and 00100.
8. Numeric fields, such as past due, current owing, etc., must be created on the import file as viewable ASCII characters. Packed, zoned, binary or other formats are not acceptable. The numbers should be readable to the eye as characters.
9. Numeric data can contain decimal points. Currency data cannot contain thousands separators (commas) or currency symbols.
10. The state field must be a two-character text field separate from the address line.
11. RAM will automatically format telephone numbers. The telephone number should be an unformatted field with a maximum of 10 digits.

Import Procedure

Follow the instructions in this section to import the following types of data from import files: customer, D&B, trade references, bank references, financial statements, user data, Industry Norms and Ratios or Notes & ToDo's.

In RAM 4.0 all imports are done from within the *RAM Administrator* module. In a stand-alone environment, this organizes your system by keeping all administrative tasks centralized to within this facility. In a LAN environment the *RAM Administrator* program gives control of batch updates solely to the system administrator(s).

1. Open the *RAM Administrator* module.

   The Welcome window appears (Figure 12-6).

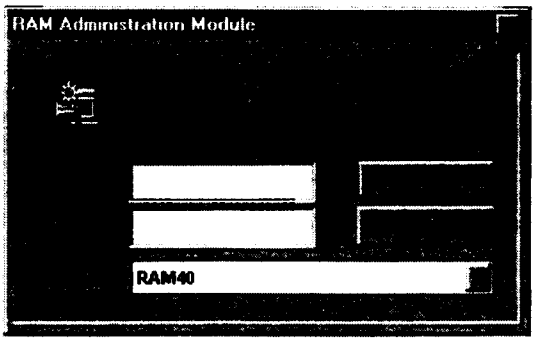


Figure 12-6:

Only users with administration authority can log into the *RAM Administrator* program.

2. Type in the Sysadmin ID and password (the default is **sysadmin, sysadmin**).
3. Click the [redacted] button.

   The RAM Administrator screen appears (Figure 12-7).

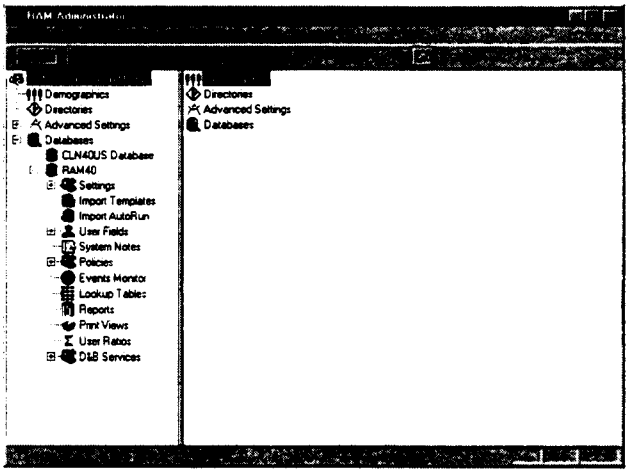


Figure 12-7:

The *RAM Administrator* program is where you perform imports, set up rules & policies, establish score cards, edit lookup tables and create communication profiles.

4. Highlight the Import Templates folder and click the right mouse button to reveal its Shortcut Menu.
5. Select the **New** entry.

   The New Template screen appears (Figure 12-8).

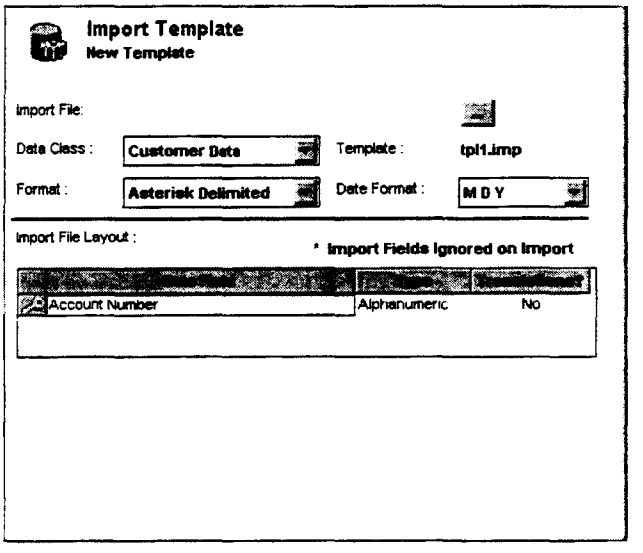


Figure 12-8:

Each new import template is assigned the temporary name *New Template* until you rename it.

6. To rename this template, highlight the New Template item beneath the Export Templates folder on the Tree Pane along the left side of your screen. Then click on the right mouse button to reveal its Shortcut Menu.

   The Shortcut Menu appears (Figure 12-9).

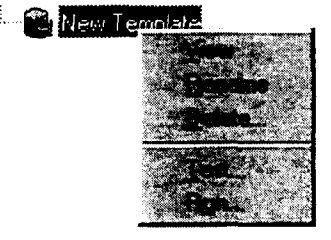


Figure 12-9:

The Import Templates Shortcut Menu contains an entry for **Rename**.

7. Select the **Rename** entry

   The New Template item is highlighted and the cursor placed at the end of the line.

8. Type in the new description over the old one.

9. Click anywhere off this item to save the new template name.

   The screen is refreshed with the template's new name (Figure 12-10).

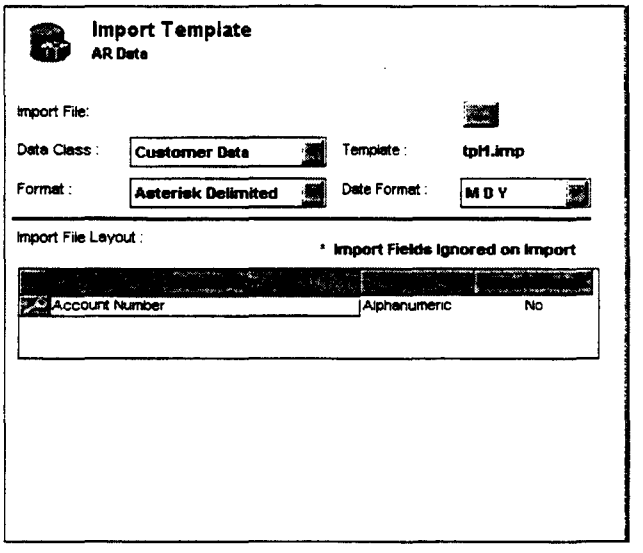


Figure 12-10:

When you rename a template, the new name appears at the top of the screen.

10. To select the fields that you want to import, click the right mouse button anywhere on the main screen (except on any dialogs).

    The Shortcut Menu appears (Figure 12-11).

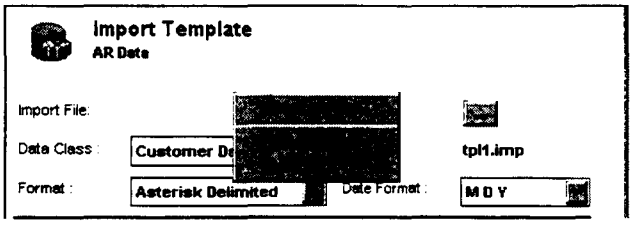


Figure 12-11:

The **Data Fields List** entry allows you to select import fields.

11. Select the **Data Field List** entry.

    The Bind Database Fields window appears (Figure 12-12).

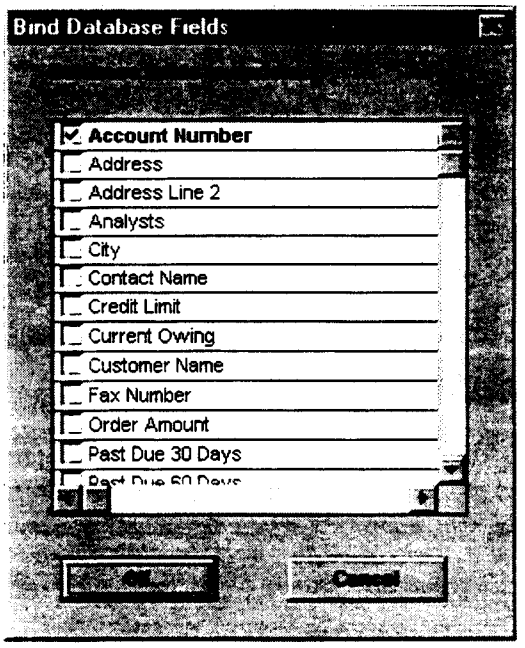


Figure 12-12:

Selecting import fields is as easy as clicking checkboxes.

12. To select a field from the *Database Fields to Update* dialog, simply click each checkbox. Click on the OK button to return to the *Import Template* screen.
13. A Data Class is a category of data (a basic grouping of elements with other similar fields). To view all of the Data Classes, click on the Customer Data drop-down list.

    The Data Class drop-down list appears (Figure 12-13).

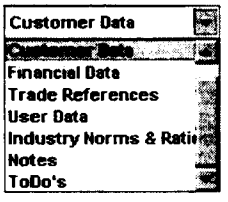


Figure 12-13:

Each Data Class is a category of fields that are similar in nature.

14. You can select as many Data Classes and fields as you'd like for your export file. Simply highlight the desired Data Class, select the checkbox(es), select another Data Class, select more checkboxes, etc.
15. When you have selected all the data items that you want in the export file, click on the OK button.
16. You must indicate the location of the file containing the data to be imported. Click on the button to browse to a target location.

    The Open window appears (Figure 12-14).

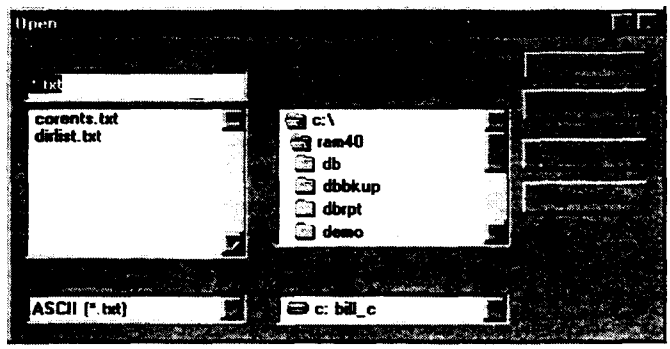


Figure 12-14:

Use the *Open* window to locate your import data file.

17. Click the [redacted] button.

Now select a delimiter format. A delimiter is a character placed between data fields. It signifies the end of one field and the beginning of another. Most PC-based programs (e.g. – MS Excel) use delimiters when determining how to organize data into columns.

18. Click on the *Format* drop-down list to view the available import delimiters.

The delimiters drop-down list appears (Figure 12-15).

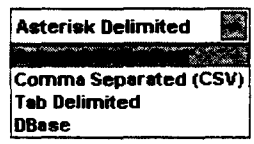


Figure 12-15:

The available import delimiters.

✓ **Note:** ***Asterisk Delimited*** **uses asterisks between fields.** ***Comma Separated*** **uses a comma between fields and quotation marks around text fields.** ***Tab Delimited*** **uses Tab characters between fields.** ***DBase*** **uses the dBase proprietary field delimiters.**

19. To change the date format, click on the *Date Format* drop-down list and highlight the desired format.

The Date Format drop-down list appears (Figure 12-16).

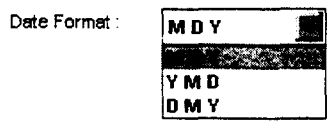


Figure 12-16:

Select a date format quickly.

✓ **Note:** **You can only have one date format in an import data file. If you have multiple date formats, you will need to create separate import templates, one for each different format.**

20. The order of the incoming fields is vitally important to RAM because it ensures that each field will be written to its correct location in the database tables. Therefore, to

re-order a field according to the incoming file layout, highlight the field and click the right mouse button to reveal its Shortcut Menu.

The Shortcut Menu appears (Figure 12-17).

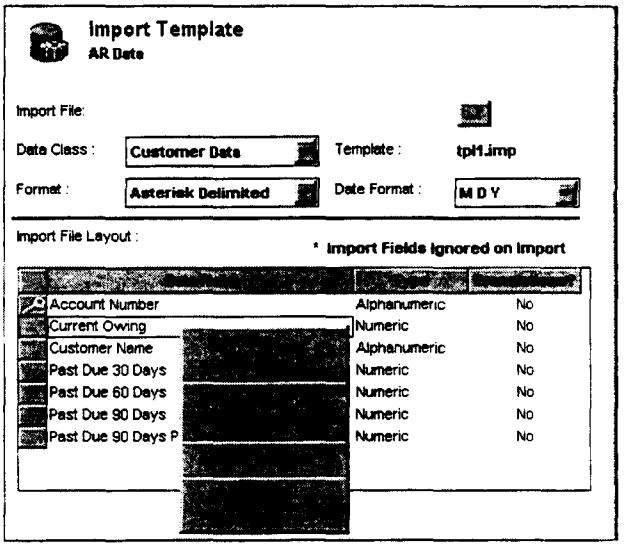


Figure 12-17:

The Shortcut Menu contains entries to **Move Up** and **Move Down**.

21. Select either the **Move Up** or **Move Down** entry as necessary.
22. You can return to the Bind Database Fields list to amend this list by selecting the **Data Field List** entry.
23. You can delete a field from the list by selecting the **Delete** entry, and a confirmation message will appear.
24. If you have extra fields on the incoming data file that you do not want to import with his template, select the **Add Filler** entry.

    The New Import Filler window appears (Figure 12-18).

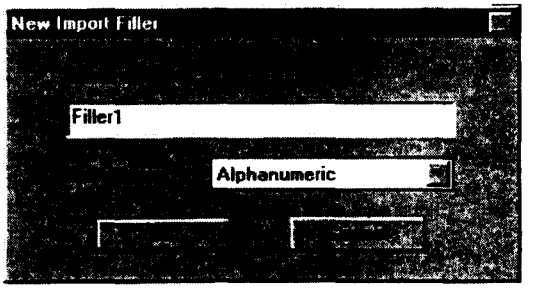


Figure 12-18:

The *New Import Filler* window allows you to create placeholders for data that will not be imported with this template.

25. To test your import process, select the **Test** entry.

    The Import Browser window appears (Figure 12-19).

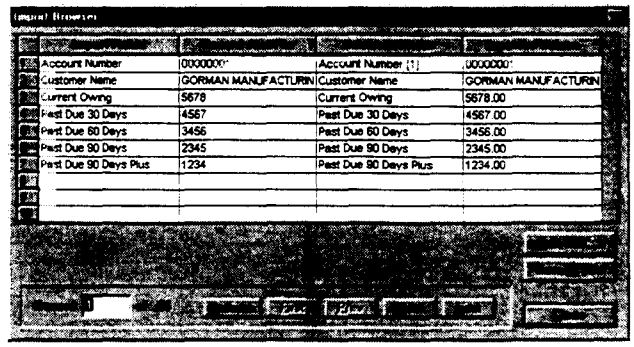


Figure 12-19:

The *Import Browser* lets you test your import template against your data file before initiating the import process.

26. If any problems exist with a record, a message appears below the data map. To edit and correct the data, click the [redacted] button. Then click the [redacted] button to re-read the corrected file.

27. To test and view other records from the incoming data file, use the **First, Prev, Next** or **Last** button in the *Navigation Group*, or type in a record number and click the **Refresh** button (Figure 12-20).

Figure 12-20:

The *Navigation Group*.

28. To close the *Import Browser* window, click the [redacted] button.

29. To begin the import process, click the right mouse button anywhere on the main portion of the screen (accept on any dialog or field) to reveal its Shortcut Menu. Select the **Run** entry.

    The Import Engine window appears (Figure 12-21).

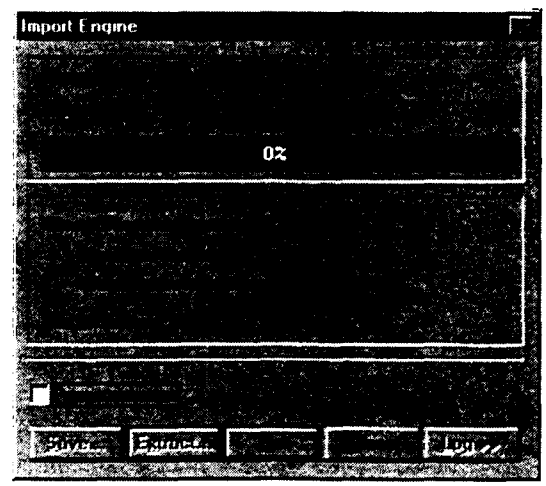


Figure 12-21:

The *Import Engine* window is where you initiate and monitor an import job.

30. Click on the [redacted] button to begin the export process.

    The progress meter tracks the processing (Figure 12-22).

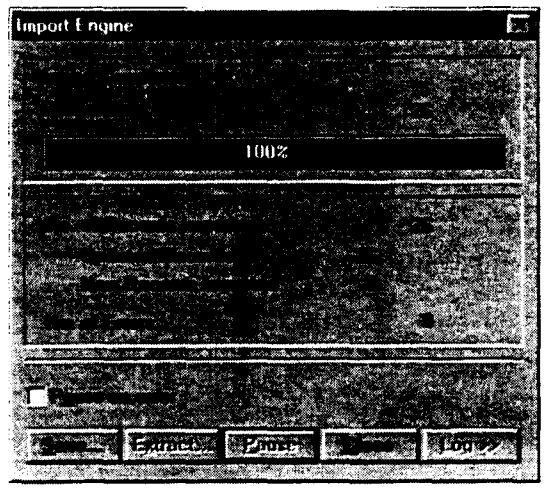


Figure 12-22:

The progress meter monitors the import process.

31. If any errors occur, click the button to view them.

32. To save the error messages, click the button.

33. To extract the bad records into a separate file, click the button.

34. To close the *Import Engine* window, click the button.

Automating Imports with Import AutoRun

You can substantially reduce the time it takes to do daily or weekly imports by using the Import AutoRun feature. AutoRun takes the information from one or more Import Templates, fetches the data files, runs the import, recalculates credit limits and shuts down, all for a nominal amount of setup time and a minimal amount of product interface.

Here's a practical example of how AutoRun can assist you on a daily basis.

Let's assume that your I.S. people have agreed to extract your AR information nightly and put it on your file server with the name RAM_AR.TXT. As long as that filename remains the same, day after day, you can create an import template one time to always import the data into RAM. We've already seen how to set up this type of template in the *Import Procedure* section above. So let's look at how to set up the AutoRun Import feature.

1. Open the *RAM Administrator* module.

   The Welcome window appears (Figure 12-23).

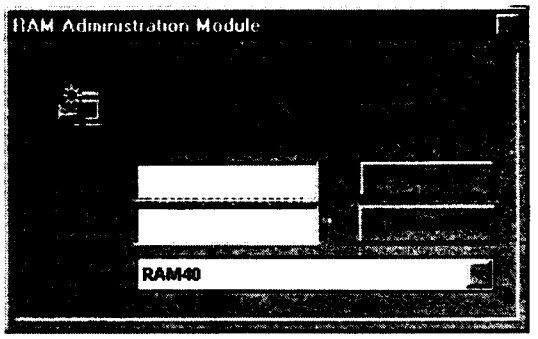


Figure 12-23:

Only users with administration authority can log into the *RAM Administrator* program.

2. Type in the Sysadmin ID and password (default is **sysadmin, sysadmin**).
3. Click the [redacted] button.

   The RAM Administrator screen appears (Figure 12-24).

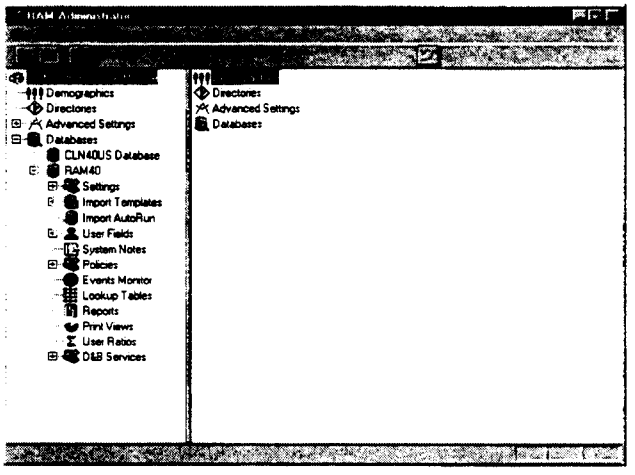


Figure 12-24:

The *RAM Administrator* program is where you can set up an AutoRun Import job to manage your regular import jobs.

4. Highlight the Import AutoRun folder and click the right mouse button to reveal its Shortcut Menu.
5. Select the **New** entry.

   A new item is added to the AutoRun Import folder on the Tree Pane along the left side of your screen.

6. Type in a new name for this job.

   The new job appears below the Import AutoRun folder (Figure 12-25).

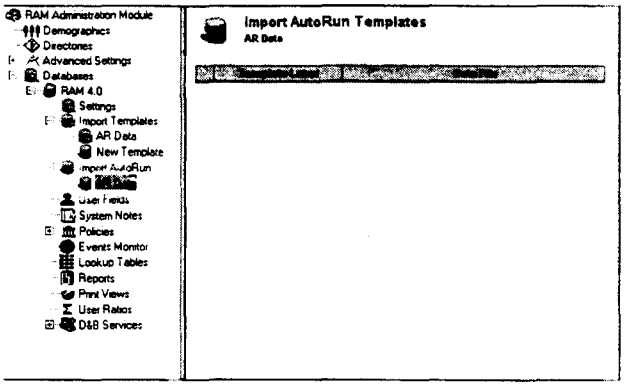


Figure 12-25:

A new Import AutoRun job appears below the Import AutoRun folder in the Tree Pane, and the name appears at the top of the screen.

7. Click anywhere on the main screen to reveal the Shortcut Menu.

   The RAM Administrator screen appears (Figure 12-26).

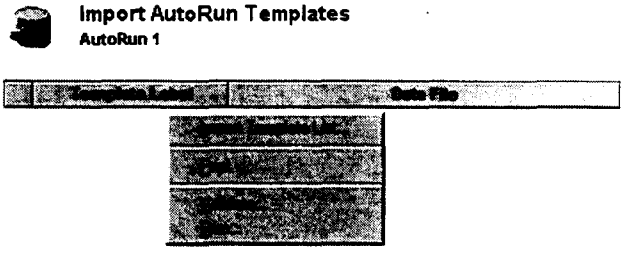


Figure 12-26:

The Shortcut Menu contains an entry for **Import Template List**. These are templates you've already created.

8. Select the **Import Template List** entry.

   The Import Template List window appears (Figure 12-27).

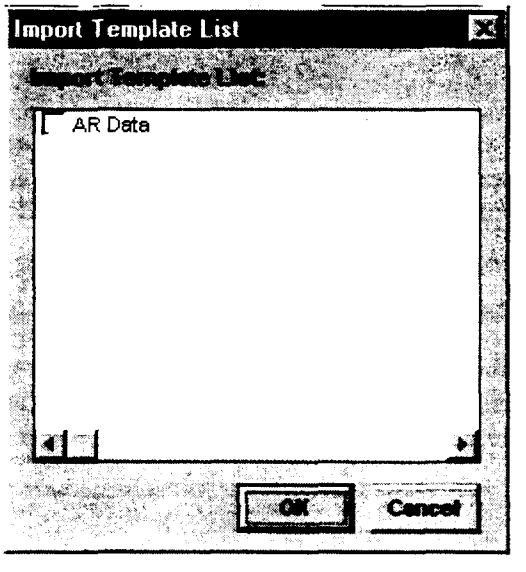


Figure 12-27:

This is a complete list of the import templates that you've created and are currently available for use on your RAM database.

9. Select the AR Aging data template by clicking on the ☐ AR Data checkbox and clicking the OK button.

   The Import AutoRun Templates screen returns and is populated automatically (Figure 12-28).

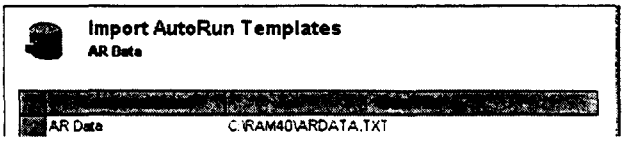


Figure 12-28:

Your completed *Import AutoRun* screen simply lists the templates that will be run automatically for you when you initiate this job.

10. You are essentially finished creating this job. Click on the row with your right mouse to reveal its Shortcut Menu.

    The Shortcut Menu appears (Figure 12-29).

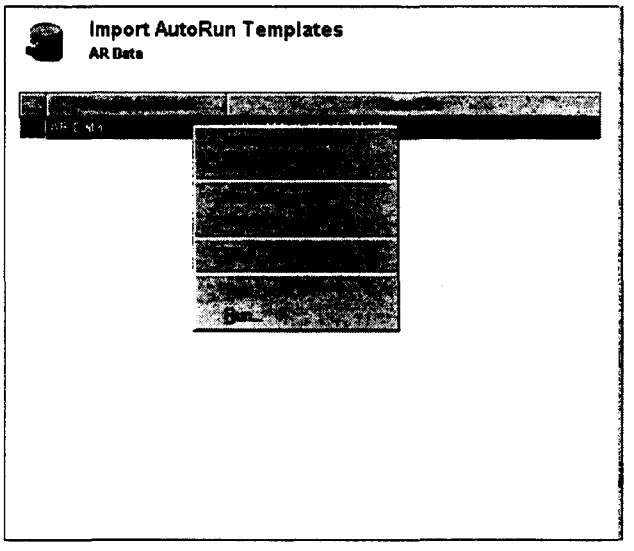


Figure 12-29:

The Shortcut Menu includes entries for **Test**, **Run**, **Move Down**, **Move Up**, **Print** and **Delete**.

11. You can have an unlimited number of templates added to your Import AutoRun job. Hence, there are Shortcut Menu entries for **Move Down** and **Move Up** so that you can determine the order in which each job is run.
12. You can print a display of this screen by selecting the **Print** entry.
13. You can delete the current row with the **Delete** entry.
14. Most importantly, you should always run the **Test** entry when creating and/or running an Import AutoRun job. It verifies that the source data file can be located and opened.
15. The **Run** entry initiates this job. Afterwards, the credit limits are automatically recalculated.

    When the Import has completed, the Calculate Suggested Credit Limits window appears (Figure 12-30).

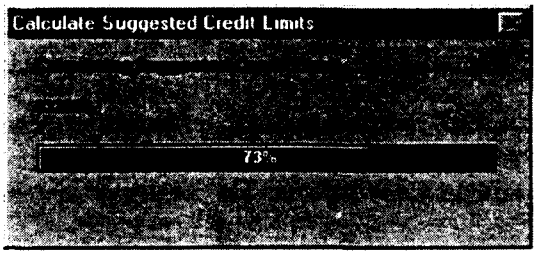


Figure 12-30:

When an AutoRun job has completed, RAM automatically recalculates new credit limits.

16. AutoRun also creates an audit file after every run. To view it, highlight the folder under the AR Data job on the Tree Pane.

When Import AutoRun log file appears (Figure 12-31).

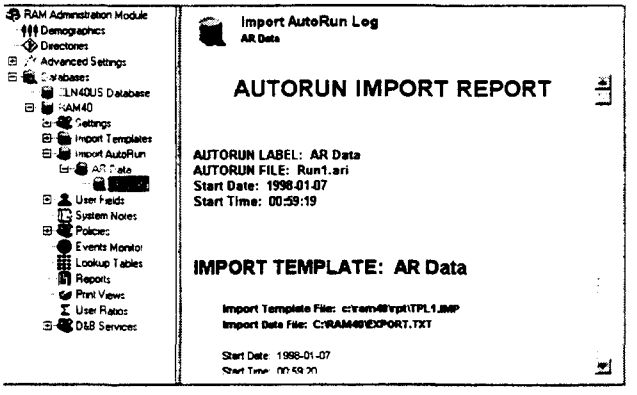


Figure 12-31:

When an AutoRun job has completed, you can review the log file to see the results.

✓ **Note:** RAM 4.0 retains only the most recent log.

Exporting Data

You can export D&B, customer, bank reference, trade reference, financial data or User Notes from your database for use in other programs on your PC. You can export such data in ASCII tabular, CSV (quotes and commas), asterisk-, dBase- or tab-delimited format.

Here are some step-by-step instructions on how to export your account listing to D&B.

1. Navigate to the *Analysis View*.
2. To create a new Export Template, highlight the Export Templates folder and click the right mouse button to reveal its Shortcut Menu.

   The Shortcut Menu appears (Figure 12-32).

Figure 12-32:

The Export Templates Shortcut Menu contains an entry for **New**.

3. Select the **New** entry.

   The Select Export Fields window appears (Figure 12-33).

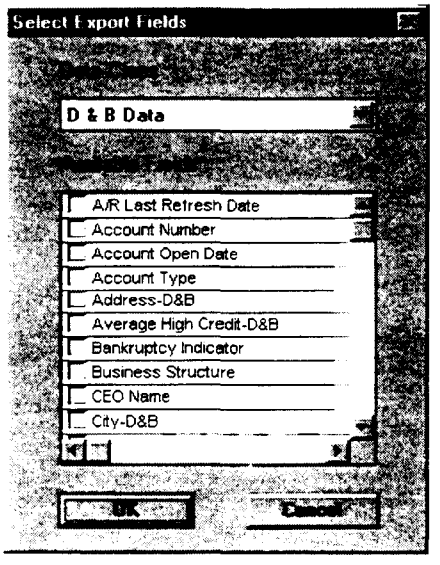
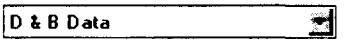


Figure 12-33:

Selecting export fields is as easy as clicking checkboxes.

4. To select a field from the *Available Fields* dialog, simply click each checkbox.
5. A *Data Class* is a category of data (a basic grouping of elements with other similar fields). To view all of the Data Classes, click on the 

drop-down list.

The Data Class drop-down list appears (Figure 12-34).

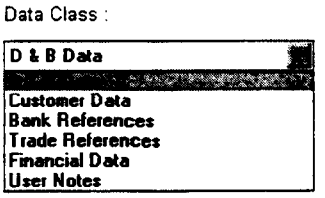


Figure 12-34:

Each Data Class is a category of fields that are similar in nature.

6. You can select as many Data Classes and fields as you'd like for your export file. Simply highlight the desired Data Class, select the checkbox(es), select another Data Class, select more checkboxes, etc.
7. When you have selected all you data items that you want in the export file, click on the [redacted] button.

   The New Template screen appears (Figure 12-35).

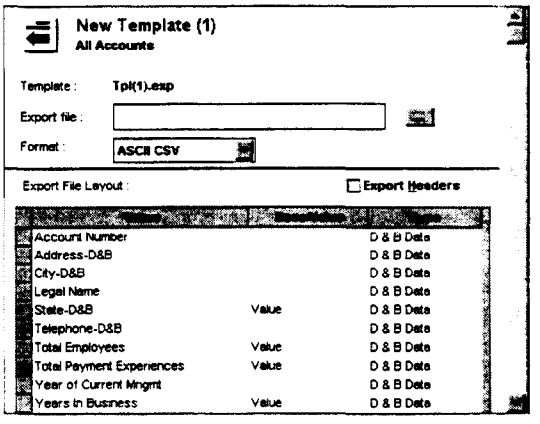


Figure 12-35:

Each new export template is assigned the temporary name *New Template* until you rename it.

8. To rename this template, highlight the New Template item beneath the Export Templates folder on the Tree Pane along the left side of your screen. Then click on the right mouse button to reveal its Shortcut Menu.

   The Shortcut Menu appears (Figure 12-36).

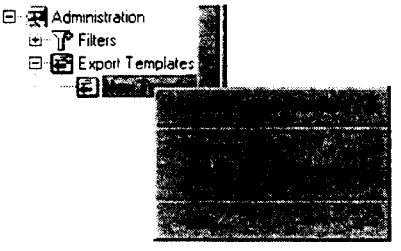


Figure 12-36:

The Export Templates Shortcut Menu contains an entry for **Rename**.

9. Select the **Rename** entry

   The New Template item is highlighted and the cursor placed at the end of the line.

10. Type in the new description over the old one.
11. Click anywhere off this item to save the new template name.

The screen is refreshed with the template's new name (Figure 12-37).

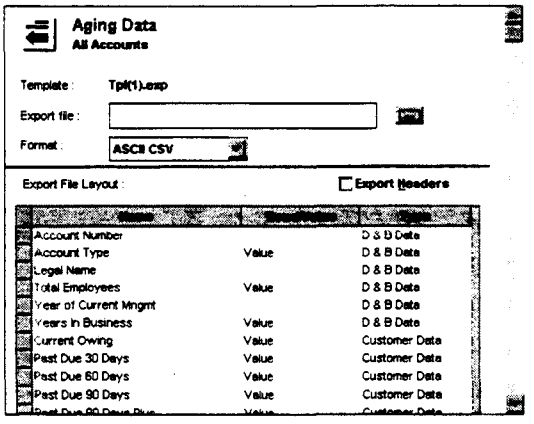


Figure 12-37:

When you rename a template, the new name appears at the top of the screen.

12. You must indicate where to save the exported data. Click on the button to browse to a target location.

The Open window appears (Figure 12-38).

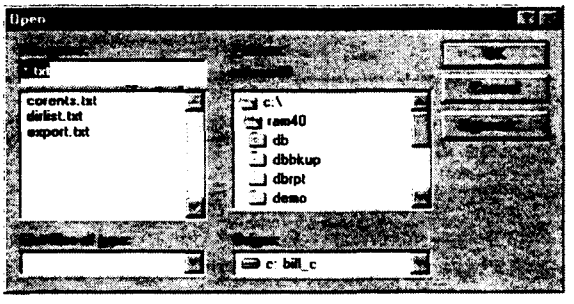


Figure 12-38:

Use the *Open* window to select a name and location for your export file.

13. Click the button to save your changes.

Now select a delimiter format. A delimiter is a character placed at the end of each data field. It signifies the end of one field and the beginning of another. Most PC-based programs (e.g. – MS Excel) use delimiters when determining how to organize data into columns.

14. Click on the **Format** drop-down list to view the available export delimiters.

The delimiters drop-down list appears (Figure 12-39).

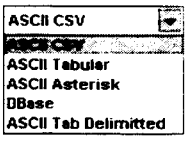


Figure 12-39:

The available export delimiters.

✓ **Note:** *ASCII CSV* stands for Comma separated values – it uses a comma between fields and quotation marks around text fields. *ASCII Tabular* is fixed-width columnar format. *ASCII Asterisk* uses asterisks between fields. *DBase* uses the dBase proprietary field delimiters. *ASCII Tab* delimited uses Tab characters between fields.

15. The order that the fields are in could be very important to your target application. Therefore, to re-order a field, highlight it and click the right mouse button to reveal its Shortcut Menu.

    The Shortcut Menu appears (Figure 12-40).

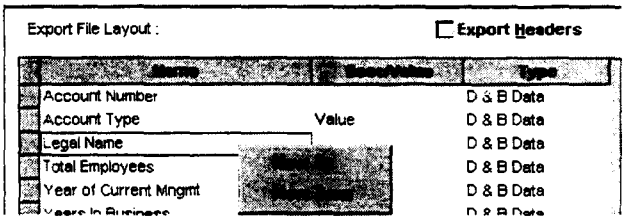


Figure 12-40: The Shortcut Menu contains entries to **Move Up** and **Move Down**.

All database fields that have a Lookup Table associated with them contain either the *Value* or *Description* designation in the **Desc/Value** column. Data elements that are tied to lookup tables often contain a code rather than an explicit value. For instance, in the RAM database the *Account Type* field stores values such as 1, 2 or 3 rather than *New*, *Regular* or *Good*. But since the code is often times meaningless outside the RAM database, you have the choice to export the Description (text) or Value (code). The default value is for RAM to export the Value (code).

16. To export the Description (explicit text) rather than the Value (code), click on the desired **Desc/Value** column entry with the right mouse button to reveal its Shortcut Menu.

    The Shortcut Menu appears (Figure 12-41).

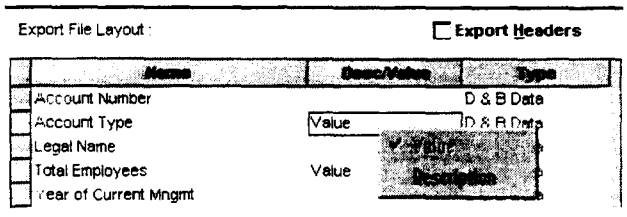


Figure 12-41: Use the **Desc/Value** column to choose between codes or descriptions.

17. Select the **Description** entry.

18. If you need a row in the beginning of your export file that contains the name and position of the columns, highlight the **Export Headers** checkbox.

19. To run your export process, click the right mouse button in the summary (top) portion of the screen to reveal its Shortcut Menu.

    The Shortcut Menu appears (Figure 12-42).

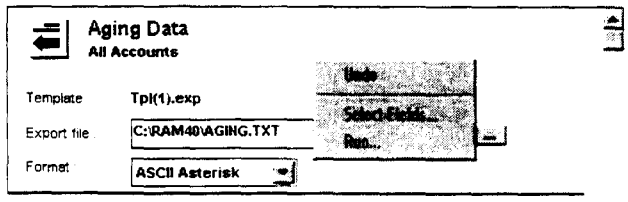


Figure 12-42: The Shortcut Menu contains an entry for **Run**.

20. Select the **Run** entry.

    The Export Engine window appears (Figure 12-43).

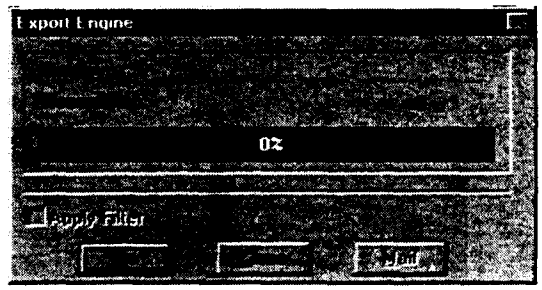


Figure 12-43:

The *Export Engine* window starts the export process.

21. Click on the [Run] button to begin the export process.

    The progress meter tracks the processing (Figure 12-44).

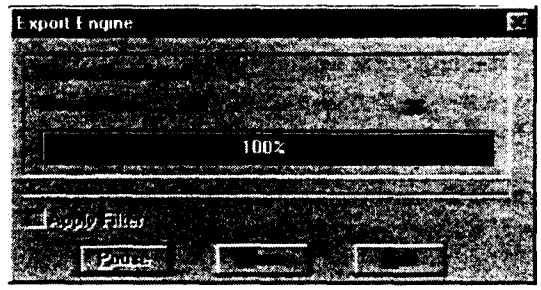


Figure 12-44:

The progress meter counts up until the process is done.

22. Click on the [Mail] button to send the results to someone via e-mail.

    The Send Mail window appears (Figure 12-45).

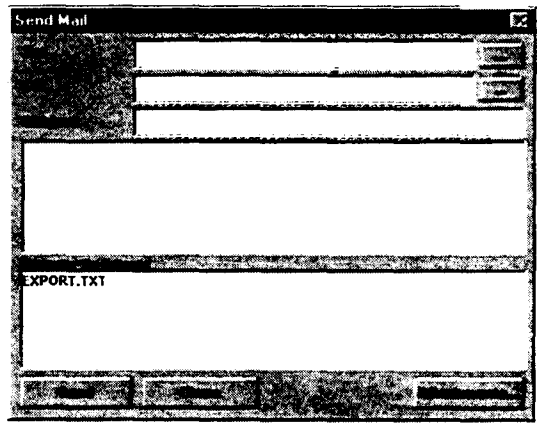


Figure 12-45:

Send your export file to someone via e-mail.

23. To close the *Export Engine* window, click the [Exit] button.

Data Field Descriptions

Using the *Tables* Utility

When you need to know the name, location, size and storage format of data in the RAM database, you can use the *Tables* utility located in your \RAM40 directory. *Tables* shows you three windows: a listing of tables, a listing of the columns defined on that table and the data currently stored on the selected table. When you're importing data and need to know specific details about each field in RAM, use *Tables* as your primary source of information.

Here's a brief overview of how to use *Tables*.

1. Open the *Tables* utility, located in your \RAM40 subdirectory.

   The Tables Welcome window appears (Figure 12-46).

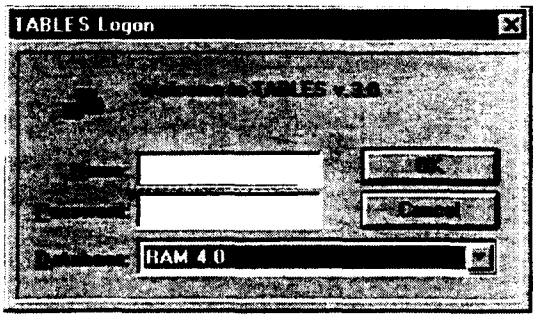


Figure 12-46: The *Tables Logon* window.

✓ **Note:** You can also access *Tables* from within the *RAM Administrator* module.

2. Type in your ID and password (default is **Sysadmin**, **Sysadmin**) and click the OK button.

   The Tables screen opens (Figure 12-47).

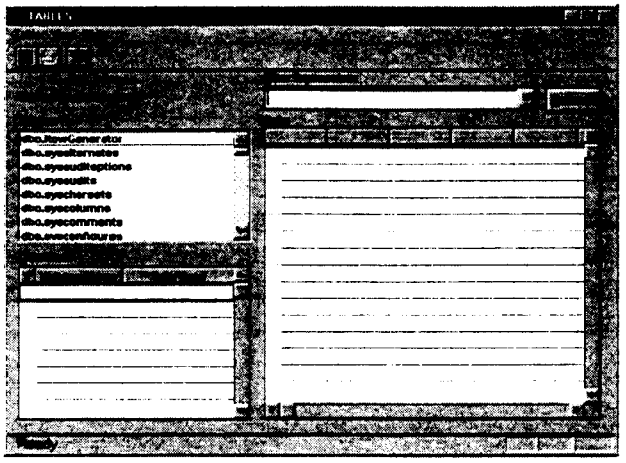


Figure 12-47:

The *Tables* screen has three subscreens for **Tables**, **Columns** and **Data**. The **Filter Expression** dialog lets you filter out specific rows of data.

3. Use the scroll bar on the *Tables* screen to browse through the available tables. Then highlight the **ram.Account** table.

   The Tables screens populate automatically (Figure 12-48).

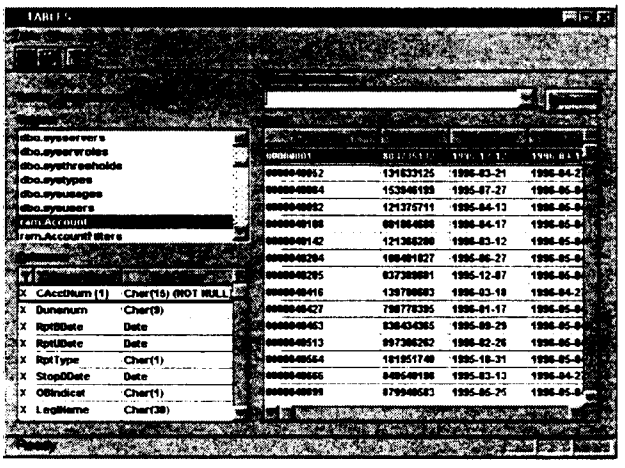


Figure 12-48:

The three subscreens for **Tables**, **Columns** and **Data** display information on the data stored in the highlighted table (**ram.Account**).

✓ **Note:** The data displayed here cannot be edited. The *Tables* utility can only be used to view information on your database, not update it.

4. The **Columns** dialog window displays all this information about the data type and length of the each field in a row (Figure 12-49).

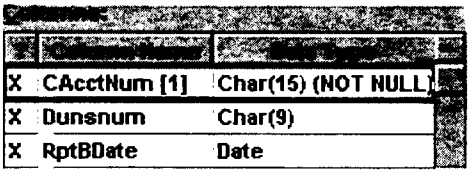


Figure 12-49:

Field names, data types and lengths appear in the *Columns* window.

5. The **Data** dialog window displays the actual data (Figure 12-50).

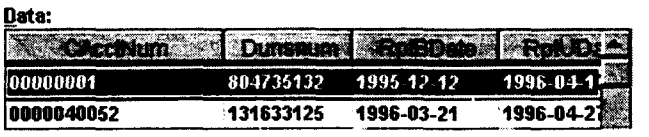


Figure 12-50:
The *Data* window displays your account information as it is stored on the database.

✓ **Note:** This is a handy way to see the date storage format in RAM. All dates are stored in YYYY-MM-DD format.

6. The **Filter Expression** dialog lets you filter out a subset of the accounts, which is useful if you're trying to view the data stored for one particular account. Type your SQL expression in the **Filter Expression** dialog box and click the Refresh button.

   The Data window is refreshed (Figure 12-51).

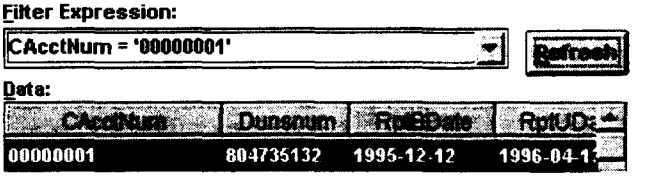


Figure 12-51:
Use the **Filter Expression** dialog to isolate rows for a specific account.

The Tables utility should be your primary reference tool for all questions regarding data stored in RAM: field names, storage types and field lengths.

However, for quick reference, here is a synopsis of some of the fields for the Customer, Financial statement, Bank Reference and Trade Reference data.

✓ **Note:** You cannot create your own templates to import data into D&B fields, so these items are not included in these tables.

Customer Data

Description	Column Name	Column Type	Max. Length
Account Number	CAcctNum	Text	20
Account Name	PName	Text	30
Address	PAddr	Text	30
Address Line 2	PAddr2	Text	30
City	PCity	Text	20
State	PProv	Text	3
Zip Code	PPCode	Text	7
Phone Number	PPhone	Text	10
Contact Name	ContName	Text	25
Current Owing	CurOwing	Numeric	12.2
Past Due 30	PastDue1	Numeric	12.2
Past Due 60	PastDue2	Numeric	12.2
Past Due 90	PastDue3	Numeric	12.2
Past Due > 90	PastDue4	Numeric	12.2
Credit Limit	CreditLim	Numeric	12.2
Order Amount	OrderAmt	Numeric	12.2

Table 12-2: Customer data fields.

✓ **Note:** Numeric fields, particularly currency fields, must allow for decimal places in the data. The notation *12.2* refers to *12* digits and *2* decimal places.

Financial Statement Data

Description	Column Name	Column Type	Max. Length
Account Number	CAcctNum	Text	20
Financial Statement Date	ReportDate	Date	10
Cash	Cash	Numeric	15.0
Accounts Receivable	AcctsRcvbl	Numeric	15.0
Other Receivables	OtherRcvbl	Numeric	15.0
Inventory	Inventory	Numeric	15.0

Table 12-3: Financial data fields.

Other Current Assets	OthCAssets	Numeric	15.0
Fixed Assets	FixedAsset	Numeric	15.0
Other Non-Current Assets	OthNCAsset	Numeric	15.0
Accounts Payable	AcctsPaybl	Numeric	15.0
Owing Bank	OwingBank	Numeric	15.0
Notes Payable	NotesPaybl	Numeric	15.0
Other Current Liabilities	OthCurLiab	Numeric	15.0
Long Term Debt	LngTrmDebt	Numeric	15.0
Other Non-Current Liabilities	OthNCLiab	Numeric	15.0
Net Worth	NetWorth	Numeric	15.0
Sales	Sales	Numeric	15.0
Gross Income	GrossInc	Numeric	15.0
Net Profit	NetIncome	Numeric	15.0
Dividends	Dividends	Numeric	15.0
Cost of Goods Sold	CostGoodSold	Numeric	32.0
Expenses	Expenses	Numeric	32.0
Net Income from Sales	NetIncSale	Numeric	32.0
Other Income	OtherInc	Numeric	32.0
Other Expenses	OtherExpenses	Numeric	32.0
Net Income Before Taxes	NetIncBefTax	Numeric	32.0
Non-Tangible Assets	Non-Tangible	Numeric	32.0

Trade Reference Data

Description	Column Name	Column Type	Max. Length
Account Number	CAcctNum	Text	20
Trade Name	TName	Text	30
Trade Address	TAddr	Text	30
Trade City	TCity	Text	20
Trade State	TProv	Text	3
Trade Zip Code	TPCode	Text	9
Trade Telephone	TPhone	Text	10
Trade Fax Number	TFax	Text	10
Trade Contact Name	TContact	Text	30
Department	Department	Text	25
Reference/Acct Number	RefNum	Text	15
Account Open Date	OpenDate	Date	10
Date of Last Transaction	LstTrnDate	Date	10
Date Reference Called	CallDate	Date	10
High Credit	HighCredit	Text	20
Total Amount Owing	TotAmtOwed	Text	20
Amount Past Due	PastDue	Text	20
Payment Manner	PmtMnr	Text	20
Selling Terms	SellingTrm	Text	15
Remarks/Notes	Note	Text	100

Table 12-4: Trade data.

Bank Reference Data

Description	Column Name	Column Type	Max. Length
Account Number	CAcctNum	Text	20
Bank Name	BName	Text	30
Bank Address	BAddr	Text	30
Bank City	BCity	Text	20
Bank State	BProv	Text	3
Bank Zip Code	BPCode	Text	9
Bank Telephone	BPhone	Text	10
Bank Fax Number	BFax	Text	10
Bank Contact Name	BContact	Text	30
Department	Department	Text	25
Bank Account Number	BAcctNum	Text	15
Date Account Opened	OpenDate	Date	10
Date Reference Called	CallDate	Date	10
Average Balance	AvgBalance	Text	20
Line of Credit	LineOfCredit	Text	20
Total Amount Owing	TotalAmtOwing	Text	20
Security Deposit	Security	Text	40
Note	Note	Text	100

Table 12-5 Bank data.

Maintenance Guide

To ensure the safety of your database, there are a few tasks that should become part of your regular routine.

First, however, you should consider creating a few subdirectories below your \RAM40 directory for storing files and keeping yourself organized. These subdirectories are as follows:

Create this subdirectory...	To store these files...
\RAM40\EXPORTS	Files containing data exported from RAM.
\RAM40\IMPORTS	Files containing your own data to be imported into RAM.
\RAM40\REFRESH	Files containing update data received from D&B.
\RAM40\DB\DBBACKUP	Your daily database backups.
\RAM40\DB\LGBACKUP	Your daily database .LOG backups.
\RAM40\DB\PURGE	Your archive database for old records.

Table 12-6: Optional subdirectories.

Second, you should consider adopting a regular naming convention for these backup files. For instance, if you backed up your database Monday through Friday, you could consider any of these naming conventions.

This naming style...	Focuses on this...
MONDAY.DB TUESDAY.DB WEDNESDAY.DB	Identifies day. Good for one week.
CUSTOMER.902 CUSTOMER.A02 CUSTOMER.B02	Identifies month and day in 3-digit extension. Use *A*, *B* and *C* for October – December. Good for one year.
CUSTOMER.DB	Leaves original name intact. Good for one backup cycle only.
CUSTOMER.OLD CUSTOMER.BAK CUSTOMER.BKP	Identifies only he fact that it is a backup. Good for one backup cycle only.

Table 12-7: Suggested naming convention standards.

✓ **Note:** In the examples above, *Customer* is your customer name as reflected in the name of your database. You do not need to use the word "customer" literally when backing up your files. Keep the current name. Modify the extension instead.

Daily Tasks

Here is a checklist of the items that you should perform regularly.

- ☑ Verify that your newest AR data file is ready for uploading.
- ☑ Upload AR aging data (if applicable) using AutoRun Import.
- ☑ Close and delete current ToDo items.
- ☑ Shut down the RAM application correctly (*not* by turning off your machine abruptly).
- ☑ Make a backup copy of your database to a file server, tape or other recoverable location.
- ☑ If Import was run, rename and archive the database .LOG file.

These are not difficult tasks, but it's important in the long run that they be performed regularly. It helps control unnecessary growth of the database, promote better performance and ensures that your data is safely backed up in the event of hardware or external problems.

Daily Action Item...	Explanation...
Verify that your newest AR data file is ready for uploading.	Check the file server for a new AR data file. Verify that the name has not changed and that your ID has rights to view it.
Upload AR aging data (if applicable) using AutoRun Import.	Run the Import AutoRun job to quickly import your AR data.
Review the Import AutoRun log.	Review this log to verify that the AR data was successfully imported.
Close and delete current ToDo items.	This prevents the database from housing too much clutter. Close and delete items whenever possible.

Table 12-8: Daily tasks ...explained

Shut down the RAM application correctly (not by turning off your machine abruptly).	A proper shutdown ensures that everything in volatile memory is written to tables. It then inserts a marker in the .LOG file indicating that the final "checkpoint" was OK. If the .LOG gets corrupted, you risk not being able to recover data.
Make a backup copy of your database to a file server, tape or other recoverable location.	Always be prepared with a recent backup of your database. The longer you wait, the more data and man-hours you lose if an unfortunate event occurs.
If Import was run, rename and move the database .LOG file.	All changes to the database are recorded in the .LOG file, and imports make it grow significantly. Furthermore, the database engine reads the log continually to confirm that all checkpoints are OK. When you rename the .LOG (or move it), a new one is automatically recreated in the next session.

Weekly Tasks

Here is a checklist of the items that you should perform on at least a weekly basis.

- ☑ Rename and archive the database .LOG file.
- ☑ Delete oldest archived copies of database and .LOG files.
- ☑ Use the Purge utility to archive old and unneeded score details, system notes, bank & trade references, financial statements and Alerts.
- ☑ Use the Merge utility to synchronize multiple databases.

Like daily tasks, these are not difficult to accomplish, and they have a tremendous return in the end – the safety and recovery of your important credit data. Together these items help prune unnecessary data from the database, enhance system performance and provide data recoverability.

Daily Action Item...	Explanation...
Rename and archive the database .LOG file.	All changes to the database are recorded in the .LOG file. The database engine reads the log continually to confirm that all checkpoints are OK. When you rename the .LOG (or move it), a new one is automatically recreated in the next session.
Delete oldest archived copies of database and .LOG files.	After several iterations in the backup cycle, the older databases and .LOG files are unnecessary. Delete them to conserve space.
Use the Purge utility to archive old and unneeded score details, system notes, bank & trade references, financial statements and Alerts.	When you archive records, they are removed from the source database but they are still available for your future reference in the target database.

Table 12-8: Weekly tasks ...explained.

Purge Utility

Purge is RAM's utility for moving records from one database, called the *Source*, into another, called the *Destination*. When you move records, they no longer exist in the source database, only in the destination. For that reason, the destination database is also referred to as an *archive* database.

You can think of the purge process as retiring records to an archive – they're not destroyed, just out of mainstream access. This is done to preserve space and prevent unnecessary database growth.

✓ **Note:** Purge and Merge have their own combined online help file with information on background, setup and execution. Only the basic information is covered in these sections.

D&B does not provide you with a Purge database because everyone's database contains different User Fields. But you can easily create one by adding a \RAM40\DB\PURGE subdirectory to your system, making a copy of your database and putting it there.

✓ **Note:** See Appendix A for information on how to modify your ODBC.INI to make this new database available to you.

Purge is only available through the *RAM Administrator* module, which requires administrative rights to access. If you have rights to *RAM Administrator*, here is an outline of the steps necessary to complete a Purge.

1. Open the Purge utility by highlighting the database in the Tree Pane along the left side of your screen and clicking the right mouse button to reveal its Shortcut Menu.

   The Shortcut Menu appears (Figure 12-52).

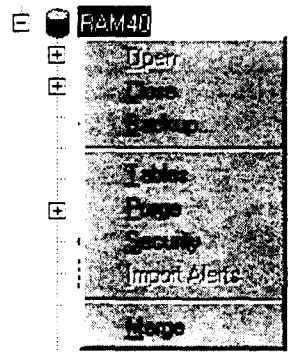


Figure 12-52: In the *RAM Administrator* module, the Shortcut Menu for your database contains an entry for **Purge**.

2. Select the **Purge** entry.

The Purge screen appears (Figure 12-53).

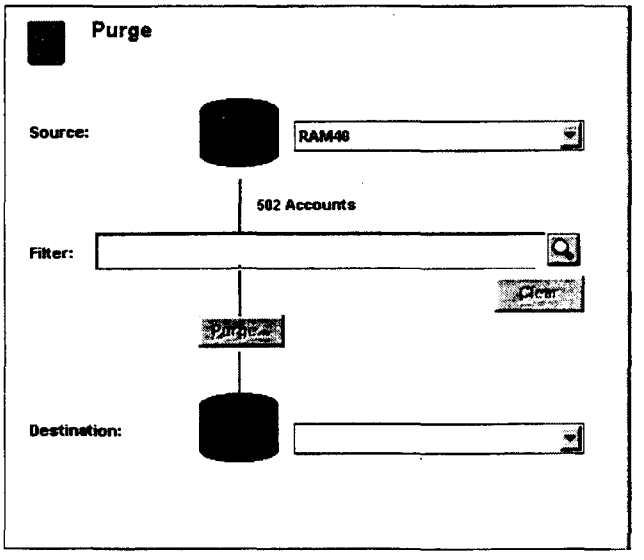


Figure 12-53:
The *Purge* screen has dialog windows for the **Source** and **Destination** databases and an optional **Filter**.

3. The **Source** dialog is pre-populated with the database that you pointed to in the Tree Pane when you initiated the Purge utility.
4. From **Destination** dialog select your target database (the database where you want to store archived records).

   The Destination DB Logon window appears (Figure 12-54).

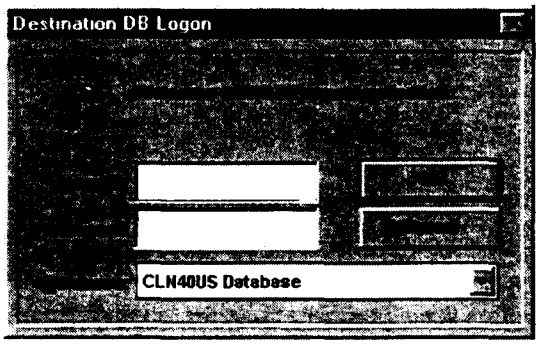


Figure 12-54:
Fill in the logon information in the *Destination DB Logon* window.

5. Log into the destination database with a UserID that has administrative authority.
6. Click the OK button.
7. The optional **Filter** dialog allows you to create a rule that will limit Purge to a subset of your records. Click on the icon to open the *Criteria Builder* window.

   The Destination DB Logon window appears (Figure 12-55).

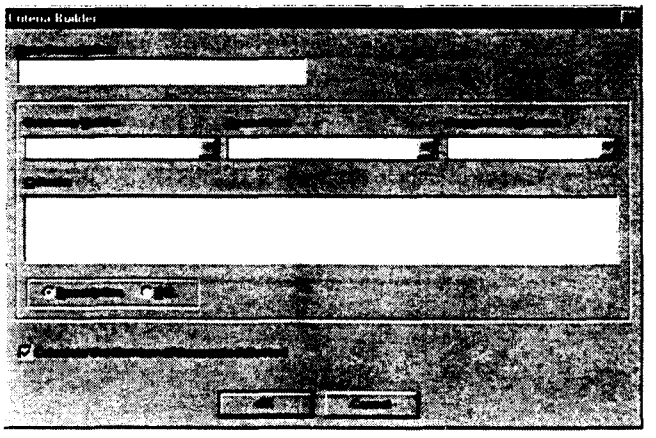


Figure 12-55:

The *Criteria Builder* window allows you to build a filter to Purge a subset of accounts.

✓ **Note:** For more information on building a filter in the *Criteria Builder* window see *Building Account Filters* in Chapter 4.

8. Click the [Purge...] button.

   The Purge Options window appears (Figure 12-56).

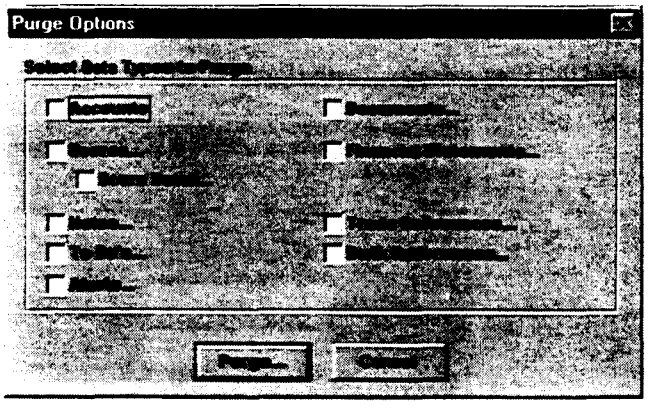


Figure 12-56:

The *Purge Options* window determines which database records will be moved into the archive database.

9. To move all of your accounts into the destination database, click the **Accounts** checkbox.
10. To move selected items to the destination database, click the appropriate checkbox.

    The scope window appears (Figure 12-57).

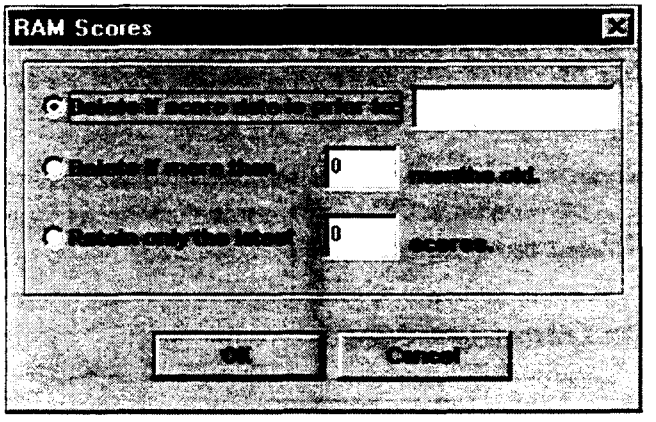


Figure 12-57:
Each item that you select will require you to refine the scope of the Purge operation.

11. You can limit the Purge to records prior to a specific date, records older than a certain number of months or records in excess of a certain number. Select the appropriate radio button and specify the scope parameters.
12. When you have selected the types of data that you wish to archive, click on the OK button to close this window and return to the *Purge* screen.

The purge is started automatically and a status window monitors its progress.

✓ **Note:** When the process is complete, the records that you specified will exist only in the destination database because they have been moved to it, not copied there.

Merge Utility

Merge is RAM's utility for copying records from one database, called the *Source*, into another, called the *Destination*. Generally Merge is used when RAM is deployed in two or more separate environments and the credit manager needs a combined database with all the records from all the databases. Unlike the Purge utility, when you use Merge you are copying records to the destination database, and they still exist in the source database.

You can think of the merge process synchronizing multiple databases or creating a master database – records are retained in the original (source) and copied to the master (destination). This is done to preserve space and prevent unnecessary database growth.

✓ **Note:** Purge and Merge have their own combined online help file with information on background, setup and execution. Only the basic information is covered in these sections.

With the Merge utility there is no need to acquire copies of the database(s) that you want to merge into yours. Merge simply exports the information from the source database

into text files. These text files are then easily copied to diskette or sent via e-mail from one location to another. The recipient then uses the same Merge utility to import those text files into their database. It's like a very intelligent set of export and import templates.

Merge is a separate module that you can initiate by selecting it from the Start menu (in Windows 95® and Windows NT®) or by double clicking its icon from the Risk Assessment Manager program group (Windows 3.1x).

Extracting Data from the Source Database

As noted above, *Merge* is broken up into two processes. In the first process, the administrator of the *Source* database extracts their data to a text file. Please refer to the Merge Online Help file for background information, screen shots and specific directions on how to complete this process. Here is a brief outline of those steps.

1. Start the *Merge* program.
2. The *Merge* screen appears (Figure 12-58).

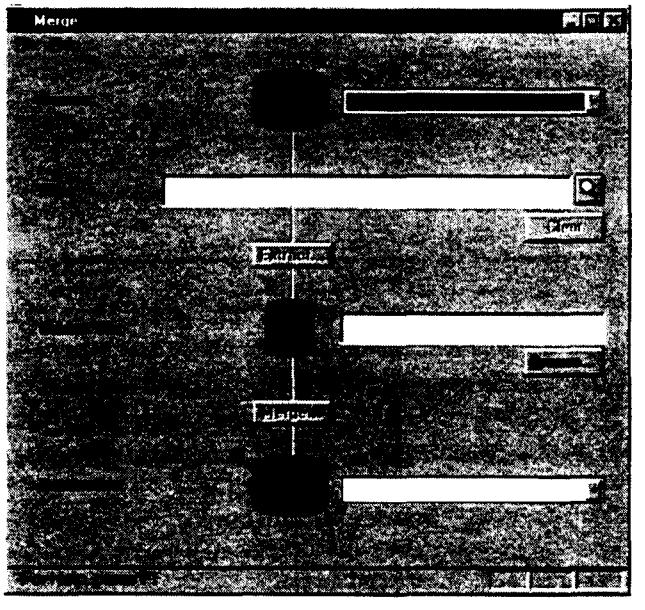


Figure 12-58:

The *Merge* screen is where you export data out from the **Source** database and later import it back into the **Destination** database.

3. Select the *Source* database from its drop-down list and log into the database with a valid UserID and password.
4. Click the  button to select a location and file name for the **Extract File** dialog.
5. You can optionally create a filter to identify a specific subset of accounts that you wish to export to the merge file.

6. Click the Extract... button.

   The Account Extract Options window appears (Figure 12-59).

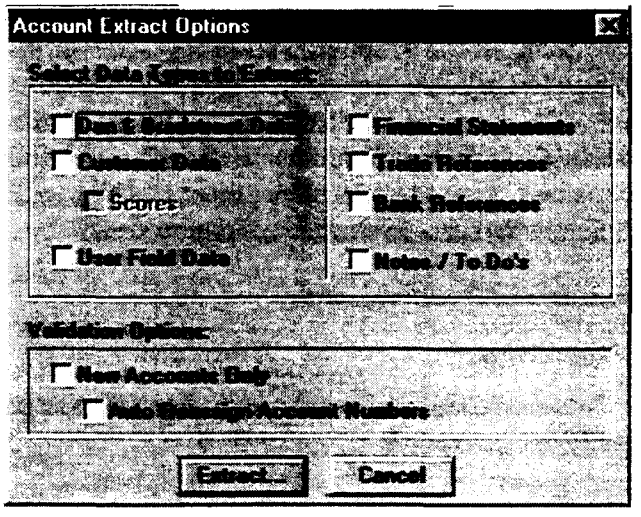


Figure 12-59:

Use the checkboxes on the *Account Extract Options* window to specify the data elements you wish to export from the *Merge* **Source** database.

7. Click the Extract... button to begin the export process.
8. The *Extract* window progress meter charts the process (Figure 12-60).

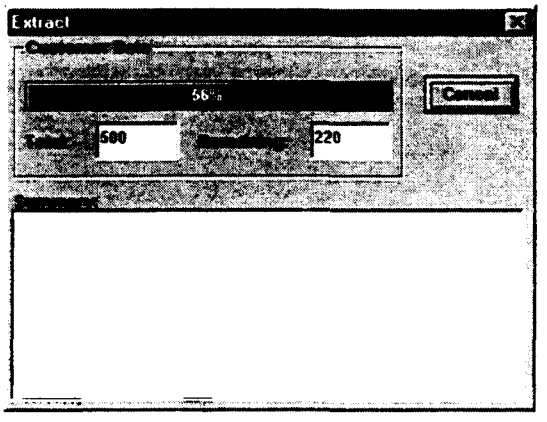


Figure 12-60:

The *Extract* window displays a progress meter that charts the *Merge* export process.

When the extract process has completed, transfer the output file(s) to the administrator of the *Target* database.

Merging Data into the Destination Database

As noted before, *Merge* is broken up into two processes. The second process in a *Merge* operation requires the administrator of the *Destination* database to use the output files received from the *Source* database and import (or *Merge*) that data into their database. Please refer to the Merge Online Help file for background information, screen shots and specific directions on how to complete this process. Above all, back up your database prior to continuing with this aspect of the Merge process.

Here is a brief outline of the merge steps.

1. Start the *Merge* program.
2. Select the *Destination* database from its drop-down list and log into the database with a valid UserID and password.
3. Click the [redacted] button to locate the data file from the Source database's extract process.
4. Click the [redacted] button.

   The Account Extract Options window appears (Figure 12-61).

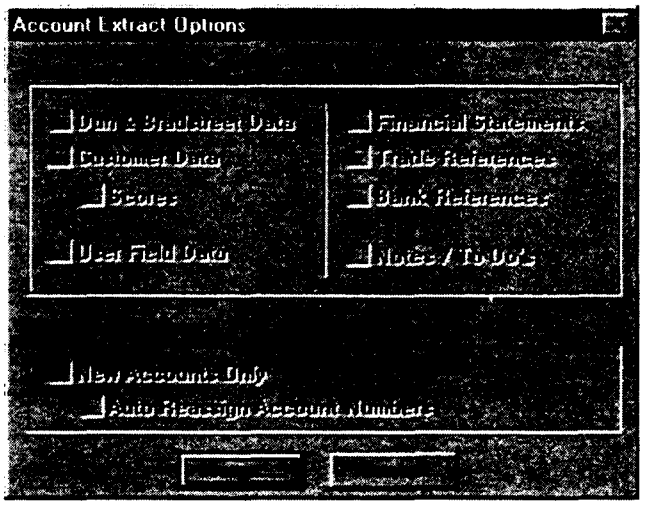


Figure 12-61:

The checkboxes on the *Account Extract Options* window cannot be changed. They are showing you the options that were chosen when the data was extracted.

5. Click the [redacted] button to initiate the Merge process.

   The Merge window charts the progress (Figure 12-62).

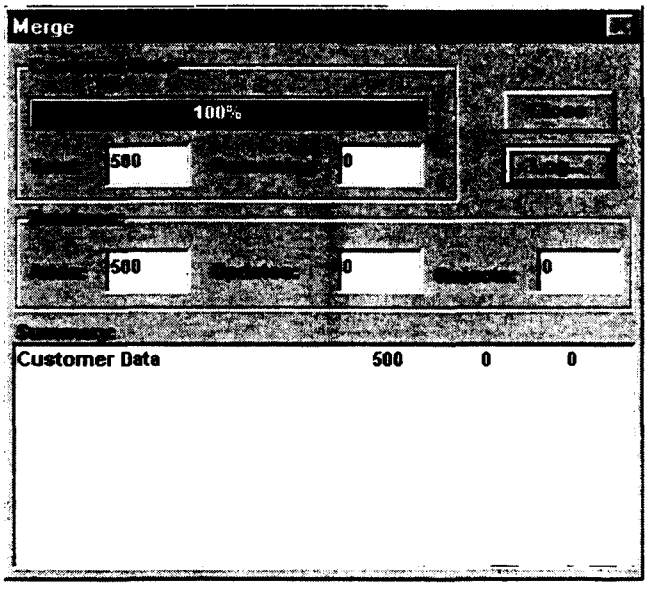


Figure 12-62:

The *Merge* window charts the progress of the *Merge* process and displays summary statistics.

When the merge process has completed, you can click on the Log... button to see any errors that might have occurred. You should also log into the *Destination* database and verify your data.

Appendix A
Annotated .INI Files

Introduction

In RAM 4.0, most database settings and configuration preferences are stored in the database. However, a few initialization (.INI) files are maintained for communicating with modules outside RAM.

In a stand-alone installation, these files are kept locally in the \RAM40 directory. In a LAN implementation, some files are shared from the File Server while other .INI files that pertain to the local workstation are stored locally.

Following is a table of RAM 4.0's .INI files and an indicator for whether they are local or shared in a LAN implementation:

Name of .INI File	Local or Shared
ODBC.INI	Local
RAM.INI	Shared
RAMUSER.INI	Local
LINKUP.INI	Local
PRODUCT.INI	Shared
DBLETTER.INI	Local
MERGE.INI	Local

Table A-1: RAM's initialization files.

ODBC.INI

This file controls the location of databases to be accessed via Microsoft's **O**pen **D**ata**b**ase **C**onnectivity (ODBC) protocol. Every RAM 4.0 database must be listed in this file before RAM can access it.

```
[ODBC Data Sources]
ABC=Sybase SQL Anywhere 5.0.. Available defined database sources; its section follows below this section

[ABC]
Description=ABC Database ..... User-friendly description that appears on Login screen
Start=C:\RAM40\dbeng50w -c 10M..... Location of database engine
    dbeng50w .....Single-user database engine (stand-alone installations)
    dbclienw..... multi-user database engine (LAN installations)
    -c 10M.....Dedicated cache of memory for Watcom (in Megabytes)
Database=C:\RAM40\DB\ABC.DB ..... Location of database
DatabaseFile=C:\RAM40\DB\ABC.DB ..... Location of database
Driver=C:\RAM40\WOD50W.DLL ..... Location of ODBC interface library
EngineName=RAMSERVE ..... Specified by '–n' parameter preceding databases on command line of engine
    [The EngineName parameter is for LAN installations only]
Type=RAM40 .....Defines database as a RAM 4.0 to the RAM application
```

RAM.INI

This file contains some policy settings, company demographic information, and locations of supporting programs.

[Demographics]
CompanyName=ABC Corp ..... *Company Name for letters*
Address=21 Broadway ..... *Company address*
City=Denville ..... *Company city*
Country=USA ..... *Supports cross-border installations*
Telephone=9735551070 ..... *Company phone*
Fax=9735551276 ..... *Company fax*
State=NJ ..... *Company state*
ZipCode=07834 ..... *Company Zip Code*
Province=Ontario ..... *Canadian counterpart to State*
PostalCode=L5G 1R5 ..... *Canadian counterpart to Zip Code*

[Communication Settings]
HoldConnectQ=0 ..... *Determines length of time that RAM stays connected with D&B*

[Editors]
RTF=dbletter.exe ..... *Identifies DBLetter application; path assigned based on database settings*

[Letter Generation]
Program=dbletter.exe ..... *Identifies DBLetter application; path assigned based on database settings*

[DBServices]
ScoreNullsAsZero=1 ..... *0 – Null's removed from score; 1 – Null's scored as 0*
AnnualizeSales=1 ..... *0 – Do not; 1 – Annualize sales when calculating interim statement's ratios*
PreventUnbalancedSave=1 ..... *0 – Warn; 1 – Prevent user from saving out-of-balance statements*

[UserSettings]
CreditLimitUnits=1 ..... *0 – No; 1 – No currency symbol for credit limits*
UpdateCreditLimit=1 ..... *0 – No; 1 – Change actual to suggested (unless overridden)*
ChangeCreditLimitOnAccept
..... *0 – No; 1 – Change actual to suggested (unless overridden) when 'declined' changed to 'accepted'*
ChangeCreditLimitOnDecline ..... *0 – No; 1 – Change actual to 0 when 'accepted' changed to 'declined'*

RAMUSER.INI

This file contains settings that are specific to a particular workstation, such as LAN drive letter mappings, last database used, last UserID used and settings for Account Lists.

[Paths]
GlobalIni=C:\RAM40 ..... *Global path to RAM files*
Reports= C:\RAM40\RPT ..... *Crystal Reports*
Documents= C:\RAM40\DOCS ..... *Location of saved letters*
Templates= C:\RAM40\TEMPLATE ..... *DBLetter, Import and Export templates*
Import= C:\RAM40\IMPORT ..... *Import files*
Export= C:\RAM40\EXPORT ..... *Export files*
DBReports= C:\RAM40\DBRPTS ..... *D&B reports*
DBBackup= C:\RAM40\DBBACKUP ..... *Database backups*

[Last User Info]
Data Source="Demo 5.5 US" ..... *Last referenced database*
User ID=r ..... *UserID of last user to open a RAM database*

[DBLetter]
FileName=Individual Report ..... *Last referenced DBLetter template*

[InitialSettings-DEMO55US]
AccountList1=00300510,00040204,00040052 ..... *Most recent Accounts List (up to 15)*

[Communications Settings]
HoldConnectQ=0 ..... *0 – No; 1 – Automatically put Communication Queue items on hold*
DefaultQHold= .....

[DUNSLink]
ProductTemplate=C:\RAM40\PRODUCT.INI ..... *Pointer to .INI with list of available D&B reports*

[Modem1] ..... *Settings for a local modem*
TraceType=1 ..... *0 – No; 1 – Normal trace log; 2- Extended trace log*
TraceFile=C:\RAM40\Trace\Modem1.txt ..... *Location trace log*

[Connection1] ..... *Trace file settings for a modem*
TraceType=1 ..... *0 – No; 1 – Normal trace log; 2- Extended trace log*
TraceFile=C:\RAM40\Trace\Connect1.txt ..... *Location trace log*

LINKUP.INI

This file contains settings that are specific to a particular workstation, such as LAN drive letter mappings, last database used, last UserID used and settings for Account Lists.

[Modem1]
Port#=1 ..... *Port modem is connected to (1-4)*
Description=Generic 28.8 Fax/Modem ..... *User-specified description for this modem*
RXBufferSize=2048 ..... *Internal buffers used by LinkUp*
TXBufferSize=2048 ..... *Internal buffers used by LinkUp*
SetupString=ATQ0V1E1S0=0 ..... *Initialization string for the modem (default shown)*
PhoneType=ATDT ..... *ATDT for tone, ATDP for pulse*
TraceType=0 ..... *0 – None; 1 – Normal; 2 – Extended trace log*
TraceFile= ..... *Location of trace log*
LogonScript= ..... *Optional logon script for modem pool*
LogoffScript= ..... *Optional logoff script for modem pool*

[InformationSource1]
Description=Dunslink U.S. ..... *DUNSLink decoder identifier*
DecoderID=DECODER_DUNSLINK_US ..... *Internal code*
Region=rpts ..... *DUNSLink region for US products*
UserID=654102 ..... *User ID for US products*
Password=0Wj_jc:j0Njt ..... *Encrypted password for US products*

[Connection1]
CountryCode=USA ..... *Country code*
Description=Dunslink U.S. ..... *Description*
BaudRate=19200 ..... *Baud Rate*
Parity=E ..... *Parity*
DataBits=7 ..... *Data Bits*
StopBits=1 ..... *Stop Bits*
PhoneNumber=2990991 ..... *Dun & Bradstreet local access number*
WaitForConnection=60 ..... *Connection timeout parameter*
DeviceType=Modem ..... *Device type*
TraceType=0 ..... *Trace file indicator (0 – No; 1 – Regular; 2 – Extended)*
TraceFile= ..... *Trace file location*
MessageFilter=D&B ..... *Internal code*

LogonScript=.....*Logon script for modem pool or communication server*
LogoffScript=.....*Logoff script for modem pool or communication server*

[DUNSLink]
ProductTemplate=Product.ini..... *Location of product describing available D&B products*

PRODUCT.INI

This file is used by the RAM LinkUp program to order reports and packets from DunsLink.

[DunsLink Report Requests]
1=1,RK,AA ..... *Sample entry*
2=1,RK,AB ..... *Sample entry*

DBLETTER.INI

This file contains settings for the DBLetter program.

[Automatic Save]
File Name=000000..... *File identifier*

[Template Attributes]
Date Order and Format=mm-dd-yy.....*Date format*

MERGE.INI

This file contains settings for the Merge utility.

[Extract Options]
Account Options=192.....*Internal code*
Policy Options=0 .....*Internal code*